



Kawla Chanbi
DOB: 18/09/1995
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Visa Status: Tourist Visa
Length: 1,76 M Weight: 59 KG

Profile

Responsible and self-motivated personality with three years' experience. Well presented with perfect guest service skills, and the ability to provide an effective reception and hospitality knowledge. Committed to leaving each visitor with a positive impression.

- organizational and planning skills
- Information management
- problem solving
- reliability
- decision making
- adaptability skills
- Guest service orientation
- attention to details

Employment History

December 2019 To January 2021

VIP Hostess at FIVE HOTEL Palm Jumeira

Dubai, UAE

Greet guests and determine the number in their party. Seat guests by finding a clean, available table; pulling out chairs; placing clean/current menu in front of guest, etc. Guide guests through the dining rooms and provide any needed assistance. Move and arrange tables, chairs, and settings and organize seating for groups with special needs. Ensure place settings are appropriate and each guest has a napkin, clean silverware, and any other item that is part of the standard place setting. Check menus to ensure they are current, clean, plentiful, and wrinkle-free. Maintain cleanliness of work areas throughout the day, practicing clean-as-you-go procedures. Monitor dining rooms for seating availability, service, safety, and wellbeing of guests.

Follow all company and safety and security policies and procedures; report accidents, injuries, and unsafe work conditions to manager; and complete safety training and certifications. Ensure uniform and personal appearance are clean and professional, maintain confidentiality of proprietary information, and protect company assets. Welcome and acknowledge all guests according to company standards. Speak with others using clear and professional language, and answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others, support team to reach common goals, and listen and respond appropriately to the concerns of other employees. Ensure adherence to quality expectations and standards. Stand, sit, or walk for an extended period of time. Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

June 2018 - October 2019

Tunis, Tunisia

Hostess at Four Season Hotel

- Answer phone calls, greet clients, and assist them with the sitting place.
- Direct guests and answer their questions.
- Handle restaurant orders, mail, and some accounting responsibilities. Maintain and update the restaurant guest history records and GEM Data Maintain a legible and up-to-date reservation book
- Communicate with kitchen staff, management, serving staff, and customers to ensure dining details were handled properly and guest concerns promptly addressed.
- Take and manage reservations and table assignments as prescribed by the Outlet Manager Respond to complaints and help to resolve them.
- A Team player with a positive attitude, immaculate regards to personal appearance and hygiene.
- Serving VVIP guest to the highest standard.
- Able to provide and participate in staff training for the wider team and confident in taking the lead.
- Knowledge and interest in world -wide cuisine. Confident answering questions from guest and service team.

JULY 2017 – May 2018

Tunis, Tunisia

Receptionist at Sheraton

- Referee, Guest Service and Hostess
- Actively engage and interact with customers to deliver our products and programs and ensure every guest has an exceptional experience
- Maintain a safe environment for all the guest, team members and contractors with a prevention focus by consistently following the “Safety and Injury Management System”
- Handle any issues that may arise effectively, with initiative, while maintaining Guest satisfaction
- First point of contact with the guest ensuring that they have an excellent experience from start to finish, and making each individual guest count.

EDUCATION:

Bachelor Degree

Specialty: Business

Sept 2015 – June 2017 **University Central**

Tunis, Tunisia

ADDITIONAL INFORMATION:

Languages:

English – Very Good , French- Fluent, Arabic -
Mother language

PC skills:

MS Word, Office, Reserve Out, Hotel Software
System Opera PMS